SurgeryPlus Member Experience

Member contacts SurgeryPlus by phone and is assigned a Care Advocate (CA)

CA will follow-up from initial call

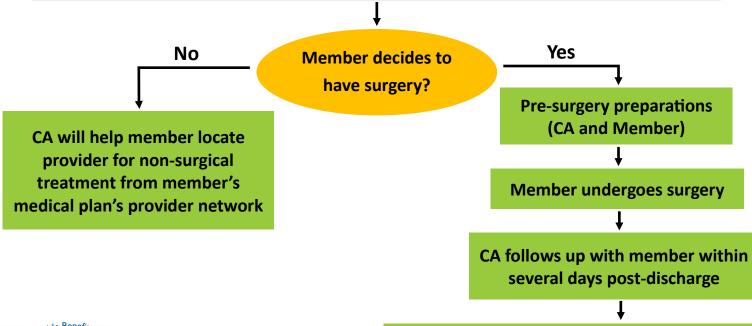
CA provides medical records to member's preferred provider for case review and schedules appointment for member with provider

Travel to preferred provider needed?

CA coordinates member's travel to provider

Member meets with provider, who communicates results of case review

- Member provides SurgeryPlus ID card to provider so all costs are processed through SurgeryPlus instead of the member's medical plan
- Includes provider's recommendation on whether surgery is necessary
- Includes alternatives to surgery if appropriate







SurgeryPlus sends a check and issues a 1099 for tax reporting purposes to the member